

1. (Previously presented) A method of operating a retail terminal, comprising the steps of:

generating a first voice instruction in a first voice type which instructs a user in regard to operation of said retail terminal by the retail terminal;

determining if said user performs a first activity with said retail terminal which is indicative of said user responding to said first voice instruction and generating a proper-response control signal in response thereto by the retail terminal;

generating a second voice instruction in a second voice type different from the first voice type which instructs said user in regard to operation of said retail terminal if a predetermined amount of time lapses subsequent to generation of said first voice instruction, but prior to generation of said proper-response control signal by the retail terminal;

determining if said user performs a second activity with said retail terminal which is indicative of said user disregarding said first voice instruction and generating an improper-response control signal in response thereto by the retail terminal; and

generating a third voice instruction in a third voice type which instructs said user in regard to operation of

said retail terminal in response to generation of said improper-response control signal by the retail terminal.

2. (Cancelled).

3. (Previously presented) The method of claim 1, further comprising the steps of:

    updating an electronic log value in response to generation of said improper-response control signal by the retail terminal; and

    comparing said electronic log value to a log threshold and generating a personnel-needed control signal if said electronic log value has a predetermined relationship with said log threshold by the retail terminal.

4. (Previously presented) The method of claim 1, wherein:

    said step of generating said first voice instruction in said first voice type includes the step of generating said first voice instruction at a first volume level by the retail terminal,

    said step of generating said second voice instruction in said second voice type includes the step of generating said second voice instruction at a second volume level by the retail terminal, and

said second volume level is greater than said first volume level.

5. (Previously presented) The method of claim 1, wherein:

    said step of generating said first voice instruction in said first voice type includes the step of generating said first voice instruction at a first voice inflection level by the retail terminal,

    said step of generating said second voice instruction in said second voice type includes the step of generating said second voice instruction at a second voice inflection level by the retail terminal, and

    said first voice inflection level is different than said second voice inflection level.

6. (Previously presented) The method of claim 1, wherein:

    said first voice type is configured by the retail terminal to resemble a human female voice, and

    said second voice type is configured by the retail terminal to resemble a human male voice.

7. (Previously presented) The method of claim 1, wherein:

said step of generating said first voice instruction in said first voice type includes the step of generating said first voice instruction at a first voice pitch level by the retail terminal,

said step of generating said second voice instruction in said second voice type includes the step of generating said second voice instruction at a second voice pitch level by the retail terminal, and

said first voice pitch level is different than said second voice pitch level.

8. (Previously presented) The method of claim 1, wherein:

said step of generating said first voice instruction in said first voice type includes the step of generating said first voice instruction at a first voice tone level by the retail terminal,

said step of generating said second voice instruction in said second voice type includes the step of generating said second voice instruction at a second voice tone level by the retail terminal, and

said first voice tone level is different than said second voice tone level.

9. (Previously presented) A retail terminal, comprising:

- a voice generating device;
- a processing unit electrically coupled to said voice generating device; and
- a memory device electrically coupled to said processing unit, wherein said memory device has stored therein a plurality of instructions which, when executed by said processing unit, causes said processing unit to:
  - (a) operate said voice generating device so as to generate a first voice instruction in a first voice type which instructs a user in regard to operation of said retail terminal,
  - (b) determine if said user performs a first activity with said retail terminal which is indicative of said user responding to said first voice instruction and generate a proper-response control signal in response thereto,
  - (c) operate said voice generating device so as to generate a second voice instruction in a second voice type different from the first voice type which instructs said user in regard to operation of said retail terminal if a predetermined amount of time lapses subsequent to generation of said first voice instruction, but prior to generation of said proper-response control signal,

(d) determine if said user performs a second activity with said retail terminal which is indicative of said user disregarding said first voice instruction and generate an improper-response control signal in response thereto, and

(e) operate said voice generating device so as to generate a third voice instruction in a third voice type which instructs said user in regard to operation of said retail terminal in response to generation of said improper-response control signal.

10. (Cancelled)

11. (Previously presented) The retail terminal of claim 9, wherein said plurality of instructions, when executed by said processing unit, further causes said processing unit to:

(a) update an electronic log value in response to generation of said improper-response control signal, and

(b) compare said electronic log value to a log threshold and generate a personnel-needed control signal if said electronic log value has a predetermined relationship with said log threshold.

12. (original) The retail terminal of claim 9, wherein said plurality of instructions, when executed by said processing unit, further causes said processing unit to:

- (a) operate said voice generating device so as to generate said first voice instruction at a first volume level, and
- (b) operate said voice generating device so as to generate said second voice instruction at a second volume level, wherein said second volume level is greater than said first volume level.

13. (original) The retail terminal of claim 9, wherein said plurality of instructions, when executed by said processing unit, further causes said processing unit to:

- (a) operate said voice generating device so as to generate said first voice instruction at a first voice inflection level, and
- (b) operate said voice generating device so as to generate said second voice instruction at a second voice inflection level, wherein said first voice inflection level is different than said second voice inflection level.

14. (original) The retail terminal of claim 9, wherein: said first voice type is configured to resemble a human female voice, and

said second voice type is configured to resemble a human male voice.

15. (original) The retail terminal of claim 9, wherein said plurality of instructions, when executed by said processing unit, further causes said processing unit to:

(a) operate said voice generating device so as to generate said first voice instruction at a first voice pitch level, and

(b) operate said voice instruction device so as to generate said second voice instruction at a second voice pitch level, wherein said first voice pitch level is different than said second voice pitch level.

16. (original) The retail terminal of claim 9, wherein said plurality of instructions, when executed by said processing unit, further causes said processing unit to:

(a) operate said voice generating device so as to generate said first voice instruction at a first voice tone level, and

(b) operate said voice generating device so as to generate said second voice instruction at a second voice tone level, wherein said first voice tone level is different than said second voice tone level.

17. (Previously presented) A method of operating a retail terminal, comprising the steps of:

generating a first voice instruction at a first voice inflection level so as to instruct a user in regard to operation of said retail terminal by the retail terminal;

determining if said user performs a first activity with said retail terminal which is indicative of said user responding to said first voice instruction and generating a proper-response control signal in response thereto by the retail terminal;

generating a second voice instruction at a second voice inflection level different from the first voice inflection level so as to instruct said user in regard to operation of said retail terminal if a predetermined amount of time lapses subsequent to generation of said first voice instruction, but prior to generation of said proper-response control signal, wherein said first voice inflection level is different than said second voice inflection level by the retail terminal;

determining if said user performs a second activity with said retail terminal which is indicative of said user disregarding said first voice instruction and generating an improper-response control signal in response thereto by the retail terminal; and

generating a third voice instruction at a third inflection level which instructs said user in regard to operation of said retail terminal in response to generation of said improper-response control signal by the retail terminal.

18. (Cancelled)

19. (Previously presented) The method of claim 17, further comprising the steps of:

updating an electronic log value in response to generation of said improper-response control signal by the retail terminal; and

comparing said electronic log value to a log threshold and generating a personnel-needed control signal if said electronic log value has a predetermined relationship with said log threshold by the retail terminal.

20. (Previously presented) The method of claim 17, wherein:

said step of generating said first voice instruction at said first voice inflection level includes the step of generating said first voice instruction at a first volume level by the retail terminal,

said step of generating said second voice instruction at said second voice inflection level includes the step of generating said second voice instruction at a second volume level by the retail terminal, and

said second volume level is greater than said first volume level.

21. (Cancelled)

22. (Cancelled)

23. (Cancelled)

24. (Cancelled)

25. (Cancelled)

26. (Cancelled)

27. (Previously presented) A security method for a self-service retail terminal, comprising the steps of: generating a first voice instruction in a first voice type which instructs a self-service user in regard to operation of said self-service retail terminal by the retail terminal;

determining if said self-service user performs a first activity with said retail terminal which is indicative of said self-service user responding to said first voice instruction and generating a proper-response control signal in response thereto by the retail terminal; and

if a predetermined amount of time lapses subsequent to generation of said first voice instruction, but prior to generation of said proper-response control signal, generating a second voice instruction in a second voice type different from the first voice type in order to convey a desired impression on the self-service user that the self-service user has improperly used the self-service terminal, and to instruct said self-service user in regard to the proper operation of said self-service retail terminal by the retail terminal.

28. (Previously presented) The method of claim 27, further comprising the steps of:

determining if said self-service user performs a second activity with said self-service retail terminal which is indicative of said self-service user disregarding said first voice instruction and generating an improper-response control signal in response thereto by the retail terminal; and

generating a third voice instruction in a third voice type different than the first and second voice types in order to convey another desired impression on the self-service user that the self-service user has improperly used the self-service terminal, and to instruct said self-service user in regard to the proper operation of said self-service

retail terminal in response to generation of said improper-response control signal by the retail terminal.

29. (Previously presented) The method of claim 27, further comprising the steps of:

    updating an electronic log value in response to generation of said improper-response control signal by the retail terminal; and

    comparing said electronic log value to a log threshold and generating a personnel-needed control signal if said electronic log value has a predetermined relationship with said log threshold by the retail terminal.

30. (Previously presented) The method of claim 27, wherein:

    said step of generating said first voice instruction in said first voice type includes the step of generating said first voice instruction at a first volume level by the retail terminal,

    said step of generating said second voice instruction in said second voice type includes the step of generating said second voice instruction at a second volume level by the retail terminal, and

    said second volume level is greater than said first volume level.

31. (Previously presented) The method of claim 27,  
wherein:

    said step of generating said first voice instruction in  
    said first voice type includes the step of generating said  
    first voice instruction at a first voice inflection level by  
    the retail terminal,

    said step of generating said second voice instruction  
    in said second voice type includes the step of generating  
    said second voice instruction at a second voice inflection  
    level by the retail terminal, and

    said first voice inflection level is different than  
    said second voice inflection level.

32. (Previously presented) The method of claim 27,  
wherein:

    said first voice type is configured by the retail  
    terminal to resemble a human female voice, and

    said second voice type is configured by the retail  
    terminal to resemble a human male voice.

33. (Previously presented) The method of claim 27,  
wherein:

    said step of generating said first voice instruction in  
    said first voice type includes the step of generating said

first voice instruction at a first voice pitch level by the retail terminal,

said step of generating said second voice instruction in said second voice type includes the step of generating said second voice instruction at a second voice pitch level by the retail terminal, and

said first voice pitch level is different than said second voice pitch level.

34. (Previously presented) The method of claim 27, wherein:

said step of generating said first voice instruction in said first voice type includes the step of generating said first voice instruction at a first voice tone level by the retail terminal,

said step of generating said second voice instruction in said second voice type includes the step of generating said second voice instruction at a second voice tone level by the retail terminal, and

said first voice tone level is different than said second voice tone level.

35. (Currently amended) A security method for a self-service retail terminal, comprising the steps of:

generating a first voice instruction in a first voice type instructing a self-service customer to perform a task during a transaction by said retail terminal;

determining if said self-service customer performs the task by said retail terminal; and

if said self-service customer fails to perform the task, generating a second voice instruction in a second voice type by said retail terminal, wherein the second voice type is different than the first voice type and conveys an impression of seriousness to the self-service customer suggestive that failure to complete the task is a security violation.

36. (Currently amended) A security method for a self-service retail terminal, comprising the steps of:

generating a first voice instruction in a first voice type instructing a self-service customer to perform a task during a transaction by said retail terminal;

determining if said self-service customer performs the task by said retail terminal; and

if said self-service customer fails to perform the task before a predetermined amount of time lapses subsequent to generation of said first voice instruction, generating a second voice instruction in a second voice type by said retail terminal, wherein the second voice type is different

than the first voice type and conveys an impression of seriousness to the self-service customer suggestive that failure to complete the task is a security violation.

37. (Currently amended) A security method for a self-service retail terminal, comprising the steps of:

generating a first voice instruction in a first voice type instructing a self-service customer to perform a first task during a transaction by said retail terminal;

determining if said self-service customer performs a second task different than the first task which is indicative of said self-service customer disregarding the first voice instruction by said retail terminal; and

if said self-service customer performs the second task, generating a second voice instruction in a second voice type by said retail terminal, wherein the second voice type is different than the first voice type and conveys an impression to the self-service customer that the self-service customer is illicitly operating the terminal suggestive that failure to complete the task is a security violation.